

Enterprise Incident Report May 2012

As of 6/4/2012

Corrections

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Corrections	Application Services	Dustin Crump	5 0	5 0
		Martin Gonzalez	3 3	3 3
		Paul Lundell	1 0	1 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	10 3	10 3
	Campus Networking	David Miller	2 0	2 0
		Tim King	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Help Desk	Brenda Treadway	2 2	2 2
		Eileen Dubach	1 1	1 1
		James Stearns	8 8	8 8

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Corrections

			Low	FCR Total
Corrections	Help Desk	Julie VanBeekum	4	4
			4	4
		Vicky Marrelli	4	4
			4	4
		Assigned to Individual Total	19 19	19 19
	Metro C Desktop Support	Chad D Fowers	9	9
			2	2
		Ed Radke	19	19
			1	1
		Tammy Black	39	39
			16	16
		Troy Buchanan	45	45
			10	10
		Assigned to Individual Total	112 29	112 29
	Metro C Help Desk	Chris Olson	9	9
			8	8
		Cindy Romrell	1	1
			1	1
		Cliff Jensen	101	101
			101	101
		Reed Stohel	164	164
			158	158
		Ross Owen	86	86
			85	85
		Assigned to Individual Total	361 353	361 353

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Corrections

			Low	FCR Total
Corrections	Metro C Hosting	Dana McDonald	2 0	2 0
		Jonathan Foster	2 0	2 0
		Robert England	2 0	2 0
		Assigned to Individual Total	6 0	6 0
	Metro D Help Desk	Jed Patrick	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Network Operations	Tim King	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Rural Central Desktop Support	Paul Petersen	15 6	15 6
		Ron LeBaron	29 25	29 25
		Assigned to Individual Total	44 31	44 31
	Rural North Desktop Support	Kim Ratushniak	8 8	8 8
		Neil Smedley	1 0	1 0
		Ruston McKay	6 6	6 6

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Corrections

			Low	FCR Total
Corrections	Rural North Desktop Support	Assigned to Individual Total	15	15
			14	14
	Rural South Desktop Support	Cheri Oldham	4	4
			1	1
		Cole Gifford	15	15
			9	9
		Doug Chaston	1	1
			0	0
		Doug Thornton	2	2
			0	0
		Julie Christensen	10	10
			6	6
		Lance Nay	2	2
			1	1
		Lane Adams	2	2
			0	0
		Scott Jesienouski	1	1
			0	0
		Assigned to Individual Total	37	37
			17	17
	Storage Services	Robert England	2	2
			0	0
		Assigned to Individual Total	2	2
			0	0
	Strategic Communications	Dennis Rogers	4	4
			0	0
		Luis Larios	1	1
			0	0

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Corrections

			Low	FCR Total
Corrections	Strategic Communications	Assigned to Individual Total	50	50
	Voice Operations	Gail Christiansen	10	10
		Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	30	30
	Voice/Data/WAN Services	Jana Gunnell	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		621467	621467
	Customer Company Total		621467	621467

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Corrections

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Corrections	Application Services	Dustin Crump	5 0	5 0
		Martin Gonzalez	3 1	3 1
		Paul Lundell	1 0	1 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	10 1	10 1
	Campus Networking	David Miller	2 0	2 0
		Tim King	1 1	1 1
		Assigned to Individual Total	3 1	3 1
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	1 0	1 0
		James Stearns	8 0	8 0

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Corrections

			Low	MIR Total
Corrections	Help Desk	Julie VanBeekum	4 0	4 0
		Vicky Marrelli	4 0	4 0
		Assigned to Individual Total	19 0	19 0
	Metro C Desktop Support	Chad D Fowers	9 2	9 2
		Ed Radke	19 4	19 4
		Tammy Black	39 3	39 3
		Troy Buchanan	45 3	45 3
		Assigned to Individual Total	112 12	112 12
	Metro C Help Desk	Chris Olson	9 1	9 1
		Cindy Romrell	1 0	1 0
		Cliff Jensen	101 0	101 0
		Reed Stohel	164 0	164 0
		Ross Owen	86 0	86 0
		Assigned to Individual Total	361 1	361 1

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Corrections

			Low	MIR Total
Corrections	Metro C Hosting	Dana McDonald	2 0	2 0
		Jonathan Foster	2 0	2 0
		Robert England	2 0	2 0
		Assigned to Individual Total	6 0	6 0
	Metro D Help Desk	Jed Patrick	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Network Operations	Tim King	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Rural Central Desktop Support	Paul Petersen	15 1	15 1
		Ron LeBaron	29 0	29 0
		Assigned to Individual Total	44 1	44 1
	Rural North Desktop Support	Kim Ratushniak	8 0	8 0
		Neil Smedley	1 1	1 1
		Ruston McKay	6 0	6 0

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Corrections

			Low	MIR Total
Corrections	Rural North Desktop Support	Assigned to Individual Total	15 1	15 1
	Rural South Desktop Support	Cheri Oldham	4 1	4 1
		Cole Gifford	15 1	15 1
		Doug Chaston	1 0	1 0
		Doug Thornton	2 0	2 0
		Julie Christensen	10 0	10 0
		Lance Nay	2 0	2 0
		Lane Adams	2 0	2 0
		Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	37 2	37 2
	Storage Services	Robert England	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Strategic Communications	Dennis Rogers	4 2	4 2
		Luis Larios	1 0	1 0

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Corrections

			Low	MIR Total
Corrections	Strategic Communications	Assigned to Individual Total	5 2	5 2
		Voice Operations	Gail Christiansen	1 0
	Romanza Hamblin Sorensen		2 0	2 0
	Assigned to Individual Total		3 0	3 0
	Voice/Data/WAN Services	Jana Gunnell	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		621 22	621 22
	Customer Company Total		621 22	621 22

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Corrections

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Corrections	Application Services	Dustin Crump	5 0.14	5 0.14
		Martin Gonzalez	3 1.56	3 1.56
		Paul Lundell	1 0.15	1 0.15
		Tony Larsen	1 0.80	1 0.80
		Assigned to Individual Total	10 0.63	10 0.63
	Campus Networking	David Miller	2 0.34	2 0.34
		Tim King	1 6.24	1 6.24
		Assigned to Individual Total	3 2.30	3 2.30
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	8 0.03	8 0.03

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Corrections

			Low	ATTIR Total
Corrections	Help Desk	Julie VanBeekum	4 0.00	4 0.00
		Vicky Marrelli	4 0.11	4 0.11
		Assigned to Individual Total	19 0.04	19 0.04
	Metro C Desktop Support	Chad D Fowers	9 0.93	9 0.93
		Ed Radke	19 0.62	19 0.62
		Tammy Black	39 0.22	39 0.22
		Troy Buchanan	45 0.17	45 0.17
		Assigned to Individual Total	112 0.33	112 0.33
	Metro C Help Desk	Chris Olson	9 0.13	9 0.13
		Cindy Romrell	1 0.00	1 0.00
		Cliff Jensen	101 0.00	101 0.00
		Reed Stohel	164 0.00	164 0.00
		Ross Owen	86 0.00	86 0.00
		Assigned to Individual Total	361 0.00	361 0.00

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Corrections

			Low	ATTIR Total
Corrections	Metro C Hosting	Dana McDonald	2 0.45	2 0.45
		Jonathan Foster	2 0.33	2 0.33
		Robert England	2 0.44	2 0.44
		Assigned to Individual Total	6 0.41	6 0.41
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Network Operations	Tim King	2 0.23	2 0.23
		Assigned to Individual Total	2 0.23	2 0.23
	Rural Central Desktop Support	Paul Petersen	15 0.09	15 0.09
		Ron LeBaron	29 0.00	29 0.00
		Assigned to Individual Total	44 0.03	44 0.03
	Rural North Desktop Support	Kim Ratuszniak	8 0.00	8 0.00
		Neil Smedley	1 1.04	1 1.04
		Ruston McKay	6 0.00	6 0.00

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Corrections

			Low	ATTIR Total
Corrections	Rural North Desktop Support	Assigned to Individual Total	15 0.07	15 0.07
	Rural South Desktop Support	Cheri Oldham	4 0.29	4 0.29
		Cole Gifford	15 0.24	15 0.24
		Doug Chaston	1 0.62	1 0.62
		Doug Thornton	2 0.06	2 0.06
		Julie Christensen	10 0.17	10 0.17
		Lance Nay	2 0.08	2 0.08
		Lane Adams	2 0.42	2 0.42
		Scott Jesienouski	1 0.09	1 0.09
		Assigned to Individual Total	37 0.22	37 0.22
	Storage Services	Robert England	2 0.80	2 0.80
		Assigned to Individual Total	2 0.80	2 0.80
	Strategic Communications	Dennis Rogers	4 1.27	4 1.27
		Luis Larios	1 0.16	1 0.16

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Corrections

			Low	ATTIR Total
Corrections	Strategic Communications	Assigned to Individual Total	5 1.05	5 1.05
	Voice Operations	Gail Christiansen	1 0.21	1 0.21
		Romanza Hamblin Sorensen	2 0.16	2 0.16
		Assigned to Individual Total	3 0.18	3 0.18
	Voice/Data/WAN Services	Jana Gunnell	1 0.44	1 0.44
		Assigned to Individual Total	1 0.44	1 0.44
	Assigned Group Total		621 0.12	621 0.12
Customer Company Total			621 0.12	621 0.12

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Corrections

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Corrections	Application Services	Dustin Crump	5 0	5 0
		Martin Gonzalez	3 1	3 1
		Paul Lundell	1 0	1 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	10 1	10 1
	Campus Networking	David Miller	2 0	2 0
		Tim King	1 1	1 1
		Assigned to Individual Total	3 1	3 1
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	1 0	1 0
		James Stearns	8 0	8 0

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Corrections

			Low	MR Total
Corrections	Help Desk	Julie VanBeekum	4 0	4 0
		Vicky Marrelli	4 0	4 0
		Assigned to Individual Total	19 0	19 0
	Metro C Desktop Support	Chad D Fowers	9 2	9 2
		Ed Radke	19 3	19 3
		Tammy Black	39 0	39 0
		Troy Buchanan	45 2	45 2
		Assigned to Individual Total	112 7	112 7
	Metro C Help Desk	Chris Olson	9 0	9 0
		Cindy Romrell	1 0	1 0
		Cliff Jensen	101 0	101 0
		Reed Stohel	164 0	164 0
		Ross Owen	86 0	86 0
		Assigned to Individual Total	361 0	361 0

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Corrections

			Low	MR Total
Corrections	Metro C Hosting	Dana McDonald	2 0	2 0
		Jonathan Foster	2 0	2 0
		Robert England	2 0	2 0
		Assigned to Individual Total	6 0	6 0
	Metro D Help Desk	Jed Patrick	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Network Operations	Tim King	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Rural Central Desktop Support	Paul Petersen	15 0	15 0
		Ron LeBaron	29 0	29 0
		Assigned to Individual Total	44 0	44 0
	Rural North Desktop Support	Kim Ratushniak	8 0	8 0
		Neil Smedley	1 0	1 0
		Ruston McKay	6 0	6 0

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Corrections

			Low	MR Total
Corrections	Rural North Desktop Support	Assigned to Individual Total	15 0	15 0
	Rural South Desktop Support	Cheri Oldham	4 0	4 0
		Cole Gifford	15 0	15 0
		Doug Chaston	1 0	1 0
		Doug Thornton	2 0	2 0
		Julie Christensen	10 0	10 0
		Lance Nay	2 0	2 0
		Lane Adams	2 0	2 0
		Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	37 0	37 0
	Storage Services	Robert England	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Strategic Communications	Dennis Rogers	4 3	4 3
		Luis Larios	1 0	1 0

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Corrections

			Low	MR Total
Corrections	Strategic Communications	Assigned to Individual	5	5
		Total	3	3
	Voice Operations	Gail Christiansen	1	1
			0	0
		Romanza Hamblin Sorensen	2	2
			0	0
	Voice/Data/WAN Services	Assigned to Individual	3	3
		Total	0	0
Jana Gunnell		1	1	
		0	0	
	Assigned to Individual	1	1	
	Total	0	0	
Assigned Group Total			621	621
			12	12
Customer Company Total			621	621
			12	12

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Corrections

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Corrections	Application Services	Dustin Crump	5 1.23	5 1.23
		Martin Gonzalez	3 4.95	3 4.95
		Paul Lundell	1 0.61	1 0.61
		Tony Larsen	1 2.13	1 2.13
		Assigned to Individual Total	10 2.38	10 2.38
	Campus Networking	David Miller	2 0.64	2 0.64
		Tim King	1 490.42	1 490.42
		Assigned to Individual Total	3 163.90	3 163.90
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	8 0.03	8 0.03

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Corrections

			Low	ATTR Total
Corrections	Help Desk	Julie VanBeekum	4 0.00	4 0.00
		Vicky Marrelli	4 0.29	4 0.29
		Assigned to Individual Total	19 0.07	19 0.07
	Metro C Desktop Support	Chad D Fowers	9 2.65	9 2.65
		Ed Radke	19 7.11	19 7.11
		Tammy Black	39 0.68	39 0.68
		Troy Buchanan	45 1.55	45 1.55
		Assigned to Individual Total	112 2.29	112 2.29
	Metro C Help Desk	Chris Olson	9 0.13	9 0.13
		Cindy Romrell	1 0.00	1 0.00
		Cliff Jensen	101 0.00	101 0.00
		Reed Stohel	164 0.01	164 0.01
		Ross Owen	86 0.03	86 0.03
		Assigned to Individual Total	361 0.02	361 0.02

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Corrections

			Low	ATTR Total
Corrections	Metro C Hosting	Dana McDonald	2 0.77	2 0.77
		Jonathan Foster	2 0.33	2 0.33
		Robert England	2 0.44	2 0.44
		Assigned to Individual Total	6 0.51	6 0.51
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Network Operations	Tim King	2 0.23	2 0.23
		Assigned to Individual Total	2 0.23	2 0.23
	Rural Central Desktop Support	Paul Petersen	15 1.54	15 1.54
		Ron LeBaron	29 0.06	29 0.06
		Assigned to Individual Total	44 0.58	44 0.58
	Rural North Desktop Support	Kim Ratuszniak	8 0.00	8 0.00
		Neil Smedley	1 1.04	1 1.04
		Ruston McKay	6 0.48	6 0.48

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Corrections

			Low	ATTR Total
Corrections	Rural North Desktop Support	Assigned to Individual Total	15 0.25	15 0.25
	Rural South Desktop Support	Cheri Oldham	4 0.58	4 0.58
		Cole Gifford	15 0.66	15 0.66
		Doug Chaston	1 0.62	1 0.62
		Doug Thornton	2 0.06	2 0.06
		Julie Christensen	10 0.64	10 0.64
		Lance Nay	2 0.08	2 0.08
		Lane Adams	2 0.42	2 0.42
		Scott Jesienouski	1 0.09	1 0.09
		Assigned to Individual Total	37 0.55	37 0.55
	Storage Services	Robert England	2 0.80	2 0.80
		Assigned to Individual Total	2 0.80	2 0.80
	Strategic Communications	Dennis Rogers	4 7.42	4 7.42
		Luis Larios	1 2.67	1 2.67

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Corrections

			Low	ATTR Total
Corrections	Strategic Communications	Assigned to Individual Total	5 6.47	5 6.47
	Voice Operations	Gail Christiansen	1 0.21	1 0.21
		Romanza Hamblin Sorensen	2 0.30	2 0.30
		Assigned to Individual Total	3 0.27	3 0.27
	Voice/Data/WAN Services	Jana Gunnell	1 2.42	1 2.42
		Assigned to Individual Total	1 2.42	1 2.42
	Assigned Group Total		621 1.41	621 1.41
Customer Company Total			621 1.41	621 1.41

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Corrections

Detail

INC000000457271	Kyle B Larson Campus Networking	None Tim King	None Corrections	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	6.24 490.42
INC000000499565	Valarie Cassity Metro C Help Desk	None Ross Owen	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000501258	James Redmond Metro C Desktop Support	PC/Laptop Ed Radke	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.02 83.41
INC000000503459	Robert Jensen Rural South Desktop Support	Print/Copy/Scan/Fax Julie Christensen	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 1.11
INC000000504502	Kent Davis Help Desk	Application Vicky Marrelli	Password Corrections	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000505651	Justin Schelin Rural South Desktop Support	PC/Laptop Doug Thornton	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000507336	Jeffery Summers Metro C Desktop Support	Application Tammy Black	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000507343	Laurene Boyer Metro C Help Desk	Application Cliff Jensen	Error Corrections	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507374	Clay Cawley Metro C Help Desk	Application Cliff Jensen	Reporting Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507418	Renee S Springman Metro C Help Desk	Application Cliff Jensen	Error Corrections	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507424	Christopher Kishiyama Metro C Desktop Support	PC/Laptop Tammy Black	Hardware Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.39
INC000000507467	Emily Hirst Metro C Help Desk	None Ross Owen	None Corrections	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507476	Jodi Huyboom Metro C Help Desk	Application Cliff Jensen	Error Corrections	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507493	Daniel Sparks Metro C Desktop Support	PC/Laptop Troy Buchanan	Error Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.36 4.23
INC000000507507	Ken England Metro C Help Desk	Mainframe Ross Owen	Password Corrections	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507563	Jeff Woodall Metro C Desktop Support	Application Ed Radke	Password Corrections	VMware Workstation Low	Closed	TIR Missed: No TTR Missed: No	0.23 1.30

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INC000000507602	Gregory Perry Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507654	Heather Brady Metro C Help Desk	Network Cliff Jensen	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507661	Al Whitehorse Metro C Help Desk	Application Ross Owen	Error Corrections	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507695	Stephen Tebben Metro C Help Desk	Application Cliff Jensen	Error Corrections	Offender Tracking Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507724	Shanalee Rolfson Metro C Help Desk	None Ross Owen	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507727	Angela Symonds Metro C Help Desk	Application Ross Owen	Error Corrections	Internet Explorer Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507792	Thomas R Stafford Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507799	David A Jensen Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507969	David Curtis Metro C Desktop Support	Application Ed Radke	Password Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.21 0.23
INC000000508011	Bekka Dominguez Application Services	Application Martin Gonzalez	Error Corrections	Gmail Low	TIR Missed: No Closed TTR Missed: Yes	0.34 6.81
INC000000508074	Stephen Tebben Metro C Hosting	Application Dana McDonald	Error Corrections	Offender Tracking Low	TIR Missed: No Closed TTR Missed: No	0.38 0.38
INC000000508138	Corrin Gibbons Metro C Desktop Support	None Tammy Black	None Corrections	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.00 3.70
INC000000508194	Sandra Errigo Metro C Help Desk	Network Ross Owen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000508211	Glenn Ercanbrack Metro C Help Desk	Network Ross Owen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000508229	Jodi Huyboom Metro C Help Desk	None Ross Owen	None Corrections	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000508290	Taylor Snarr Metro C Help Desk	Network Ross Owen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000508323	Ken Keller Metro C Desktop Support	None Tammy Black	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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Corrections

INC000000508338	Felicia Lagarce	None	None	None		TIR Missed: Yes	1.45
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.69
INC000000508345	Renee S Springman	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508363	Ken Keller	None	None	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508374	Kenyon Kawa	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508376	Krystal Widner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508430	Branwen Miller	EIS Hardware	Printer	None		TIR Missed: No	0.41
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: Yes	9.64
INC000000508448	Branwen Miller	EIS Hardware	Printer	None		TIR Missed: Yes	3.19
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: Yes	8.72
INC000000508456	Lazaro Gonzalez	None	None	Microsoft Excel		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508542	Patricia Ebell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.41
INC000000508559	Daniel Sparks	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.26
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	5.65
INC000000508603	Brent Jacobson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508693	Darlene Peterson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508735	Jerry Roybal	Network	Incident	None		TIR Missed: No	0.27
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.30
INC000000508899	Dallas Ray	Application	Password	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508942	Branwen Miller	EIS Hardware	Printer	None		TIR Missed: Yes	1.36
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: Yes	6.15
INC000000509020	Darin Vanleeuwen	Application	None	ZENworks for Desktops		TIR Missed: No	0.18
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.18
INC000000509076	John Ames	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000509127	Cody Nordell	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509135	Rick Rasmussen	PC/Laptop	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509138	Pam Sorensen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509160	Shirley Taylor	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509200	Michael Manning	None	None	Internet Explorer	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low Closed	TTR Missed: No	
INC000000509205	Michael Manning	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low Closed	TTR Missed: No	2.41
INC000000509262	Sharon Hansen	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509269	Lilly Cardon	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509287	Jared Freeman	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509314	Gaye Keene	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509551	Vaun Christensen	Server	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509586	Del Honeycutt	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509592	Judith Wardle	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509660	Diane Christiansen	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509692	Branwen Miller	EIS Hardware	Printer	None	TIR Missed: No	0.29
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No	1.29
INC000000509740	Judith Henley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509815	Cami Ford	None	None	None	TIR Missed: No	0.29
	Metro C Desktop Support	Chad D Fowers	Corrections	Low Closed	TTR Missed: No	0.29

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INC000000509854	Candace Domingo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509916	Travis Adams	Network	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low Closed	TTR Missed: No	0.00
INC000000509925	Sandra Fitzsimmons	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510059	Sidney Roberts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510065	Jerry Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510078	Peter Holt	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510088	Mike Parsons	Application	Password	Utah Department of Corrections	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510089	Keane M Janes	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510111	Ken Shelton	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510122	Marci Woodward	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510131	Clark Holladay	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510135	Jeremy Shaw	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510149	Joseph Jensen	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510154	Christine Gonzales	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low Closed	TTR Missed: No	0.00
INC000000510249	Ross A Williams	Application	Error	Symantec Ghost	TIR Missed: No	0.07
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.11
INC000000510268	Wilma Ashley	PC/Laptop	Performance	None	TIR Missed: No	0.12
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No	0.67
INC000000510272	Wilma Ashley	Application	SSL Certificate	Operations Management Syster	TIR Missed: No	0.09
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No	0.64

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INC000000510359	David Worthington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.04
INC000000510401	Erica Blood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510416	Matthew W Huber	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510420	Bruce Burnham	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510423	Gregory Hendrix	None	None	Proofpoint Email Security		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510426	David M Burton	Application	Password	None		TIR Missed: No	0.59
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.91
INC000000510428	Blaine Bills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510458	Kevin Morris	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510556	LaMont Burningham	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510662	Cheryl Barson	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510668	Rick Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510695	Sandra Errigo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510711	Stephen Francis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510725	Cami Ford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510746	Robert Nolen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510748	Rod Villamil	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510760	Mannie Gonzalez Jr	PC/Laptop	None	None		TIR Missed: Yes	1.04
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Closed	TTR Missed: No	1.04

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INC000000510810	Karman Hinckley	PC/Laptop	None	None		TIR Missed: No	0.19
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.45
INC000000510924	Glenda Torgerson	PC/Laptop	None	None		TIR Missed: No	0.66
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.81
INC000000510936	Julie Matson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510940	Robert Nolen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510952	Edward Rossi	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: Yes	6.57
INC000000510958	George H Eddleman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.69
INC000000511016	Elizabeth Lewis	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000511034	Sherry Bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511044	Gaye Keene	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.62
	Rural South Desktop Support	Doug Chaston	Corrections	Low	Closed	TTR Missed: No	0.62
INC000000511061	Andrew W Beckman	Application	None	Offender Tracking		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.58
INC000000511063	Jackie Pino	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.54
INC000000511064	Luann Rodriguez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511129	Luann Rodriguez	None	None	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511131	Kimberly Holden	None	None	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511176	Geraldine Schmidt	None	None	None		TIR Missed: Yes	1.29
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.29
INC000000511187	Dan Avis	None	None	None		TIR Missed: Yes	1.47
	Storage Services	Robert England	Corrections	Low	Closed	TTR Missed: No	1.47
INC000000511222	Ericson Smith	None	None	None		TIR Missed: No	0.42
	Campus Networking	David Miller	Corrections	Low	Closed	TTR Missed: No	0.55

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INC000000511236	Sherry Bailey	None	None	None		TIR Missed: No	0.64
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.64
INC000000511248	Jon Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511276	Vida Betts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511366	Amy Monson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511446	Jason Loertscher	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000511474	David A Jensen	None	None	Jail Executive Management Sys		TIR Missed: No	0.56
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.56
INC000000511592	Laurene Boyer	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511603	Michael C Tracy	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511607	Keven Harr	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511631	Calvin Fox	None	None	Operations Management Syster		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511637	Leonard K Dunn	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.27
INC000000511668	Renee S Springman	Application	Error	None		TIR Missed: No	0.14
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.14
INC000000511723	Sandra Ramirez	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511739	Brent Keller	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.34
INC000000511806	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511811	Darrell Meier	PC/Laptop	Error	None		TIR Missed: Yes	1.22
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.42
INC000000511852	Kelly Swallow	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000511856	Jan Francom	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000511861	Troy Kennedy	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	5.67
INC000000511866	Brenda Clark	PC/Laptop	Error	Symantec Ghost	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000511956	Duane Reed	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512058	Jane Chamberlain	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512078	Karl Kennington	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512116	Raylene Payne	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512199	Jan Francom	None	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512276	Debra James	PC/Laptop	None	None	TIR Missed: No	0.09
	Metro C Desktop Support	Chad D Fowers	Corrections	Low Closed	TTR Missed: No	2.60
INC000000512281	Timothy Jordan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512298	Jeff Woodall	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.27
	Metro C Desktop Support	Ed Radke	Corrections	Low Closed	TTR Missed: No	2.24
INC000000512342	Charles Mason	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512343	Marvin Anderson	Network	None	None	TIR Missed: No	0.07
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.76
INC000000512387	Valerie Hayes	Gascard	PIN	Gascard	TIR Missed: Yes	1.21
	Metro C Help Desk	Chris Olson	Corrections	Low Closed	TTR Missed: No	1.21
INC000000512590	Tony Garrett	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Corrections	Low Closed	TTR Missed: No	0.00
INC000000512668	William Petersen	None	None	None	TIR Missed: No	0.45
	Network Operations	Tim King	Corrections	Low Closed	TTR Missed: No	0.45
INC000000512688	Jordan Seely	None	None	Inmate Phones	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00

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Corrections

INC000000512694	Colleen Jones Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512789	Merrill White Metro C Help Desk	None Reed Stohel	None Corrections	Utah Department of Corrections Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512867	Valarie Cassity Metro C Help Desk	None Ross Owen	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512873	James Webb Metro C Help Desk	None Reed Stohel	None Corrections	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512919	Diane Christiansen Rural South Desktop Support	Print/Copy/Scan/Fax Julie Christensen	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.75 0.75
INC000000512955	Lori Wagner Metro C Desktop Support	PC/Laptop Troy Buchanan	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.11 1.12
INC000000512964	Terry Dowe Metro C Desktop Support	PC/Laptop Troy Buchanan	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 1.03
INC000000512968	Dianna Lott Metro C Help Desk	Application Cliff Jensen	Error Corrections	Internet Explorer Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512970	Renee S Springman Metro C Help Desk	Application Cliff Jensen	Error Corrections	Internet Explorer Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513010	Susan Delong Metro C Desktop Support	Print/Copy/Scan/Fax Ed Radke	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.60 2.24
INC000000513028	Kody Floyd Rural Central Desktop Support	Application Paul Petersen	None Corrections	ZENworks for Desktops Low	TIR Missed: No Closed TTR Missed: No	0.00 2.13
INC000000513034	Jessica Cook Rural Central Desktop Support	None Paul Petersen	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 3.95
INC000000513108	Bruce Snow Metro C Help Desk	None Ross Owen	None Corrections	Offender Tracking Low	TIR Missed: No Closed TTR Missed: No	0.00 0.18
INC000000513128	Elissa Duckworth Metro C Hosting	Application Dana McDonald	Error Corrections	Inmate Phones Low	TIR Missed: No Closed TTR Missed: No	0.53 1.16
INC000000513160	Rodney Wirthlin Metro C Desktop Support	PC/Laptop Tammy Black	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.03 0.03
INC000000513268	James Roberts Metro C Help Desk	Application Cliff Jensen	Password Corrections	Utah Department of Corrections Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513271	James Roberts Metro C Help Desk	Application Cliff Jensen	Error Corrections	Offender Tracking Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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INC000000513285	Jim Ingle Jr Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513328	James Roberts Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513351	Austin J Smith Metro C Desktop Support	PC/Laptop Troy Buchanan	Performance Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.64 2.20
INC000000513377	Bruce Griggs Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513429	James Roberts Iii Metro C Help Desk	None Ross Owen	None Corrections	Staff Information System Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513474	James Chipp Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513480	William Petersen Network Operations	Network Tim King	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513482	Tyson Tarr Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513528	Gary Hyland Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513529	Gary Hyland Metro C Help Desk	Application Cliff Jensen	Error Corrections	ZENworks for Desktops Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513571	Mannie Gonzalez Jr Metro C Help Desk	None Reed Stohel	None Corrections	Internet Explorer Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513634	Jackie Pino Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513636	Ken Tubbs Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513640	Jessica Cook Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513643	Justin Schelin Rural South Desktop Support	PC/Laptop Scott Jesienouski	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.09 0.09
INC000000513644	Jessica Cook Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000513658	Craig Balls Metro C Help Desk	Application Cliff Jensen	Error Corrections	ZENworks for Desktops Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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INC000000513660	Austin J Smith	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.13
INC000000513662	Dave Philpot	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000513665	David Packard	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513666	Jacob Brock	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513668	Rachel Dyer	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513745	Robert Feland III	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513815	Shana Rooks	PC/Laptop	Performance	None		TIR Missed: Yes	1.84
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	5.50
INC000000513835	Josie Godinez	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513871	Mike Little	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513874	Damon Parcell	None	None	Staff Information System		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513953	William Madsen	None	None	Staff Information System		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514077	Nori Huntsman	Telecom	None	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Corrections	Low	Closed	TTR Missed: No	0.21
INC000000514099	Heather Anderson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514102	Darlene Peterson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514131	Donald Bittner	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514133	Dorthy Carsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000514140	Mark M Bawden	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000514167	Anthony King	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514170	Tracy Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514199	Todd Hilliker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514235	Gene E Gregory	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514283	Todd Hilliker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514395	David L Hardy	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	4.52
INC000000514422	Amy Monson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514425	Alan Rogers	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514476	Denise Guerrero	Application	Error	Microsoft Windows 7		TIR Missed: No	0.14
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.50
INC000000514548	Brent Jacobson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514609	Jeff Woodall	Network	Incident	None		TIR Missed: Yes	1.79
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.79
INC000000514642	Josie Godinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514654	Josie Godinez	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514748	Jason Payne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514767	Raylene Payne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514831	Robert Feland III	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514871	Charles Gallegos	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

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INC000000514962	Stuart Mclver	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514966	Nathan R Owens	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514968	Tolly Ivie	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	5.89
INC000000514983	Susan Harman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515040	Jennifer Stansfield	Application	Error	Microsoft Windows 7		TIR Missed: No	0.76
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.76
INC000000515129	Lexie Whitlock	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515140	Greg Peay	Network	None	None		TIR Missed: No	0.05
	Metro C Hosting	Jonathan Foster	Corrections	Low	Resolved	TTR Missed: No	0.05
INC000000515174	Ralph Brode	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515178	Julie Matson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515292	Michael Little	None	None	Jail Executive Management Sys		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515325	Kirk Moncrief	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515360	Todd Hilliker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515362	Kimberly Story	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515389	Todd Hilliker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515403	Tracy Shock	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515448	Glenn Ercanbrack	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515456	Melvin Coulter	None	None	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000515458	Anthony Brown	Telecom	Feature	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515530	Dianna Lott	None	None	None		TIR Missed: No	0.09
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.47
INC000000515535	Craig Warren	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.40
INC000000515540	Jessica Rae	Network	Incident	None		TIR Missed: No	0.60
	Metro C Hosting	Jonathan Foster	Corrections	Low	Closed	TTR Missed: No	0.60
INC000000515633	Jeff Woodall	Network	Incident	None		TIR Missed: Yes	1.60
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: Yes	7.65
INC000000515669	Debbie Kemp	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515679	Misty Barry	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515690	Kevin D Rose	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515812	Branwen Miller	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515813	Wendy Horlacher	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515852	John Youngstrom	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515868	Natalie Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515891	Andrew Bowers	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515903	Eric Barker	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516045	Vicki Denbow	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516099	Dan Avis	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516114	David Egli	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000516116	Aaron Zimmer	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516125	Matt Fairbank	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516157	Cathy Hinckley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516165	Dianna Lott	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.23
INC000000516173	Mathew Olsen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516197	Todd Hilliker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	1.48
INC000000516284	Vaughn Howard	Mobile Devices	None	iPhone		TIR Missed: No	0.00
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	3.03
INC000000516306	Robbie B Sylvester	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516311	Peggy Monson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516323	Diane Christiansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516326	Cameron Daley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516379	Dianna Lott	Application	Error	Internet Explorer		TIR Missed: Yes	1.07
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	3.87
INC000000516396	Jason Behunin	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516405	J Lowe Barton Jr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516435	Kathy Galbraith	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516533	Teresa Paul	Application	None	Gmail		TIR Missed: No	0.80
	Application Services	Tony Larsen	Corrections	Low	Closed	TTR Missed: No	2.13
INC000000516568	Devin Blood	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000516660	Betty Jo Tripp	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516683	Rick Rasmussen	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516686	Gregory Hendrix	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516703	Zachery Nielsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516788	Shirley Taylor	None	None	Microsoft Windows 7		TIR Missed: No	0.27
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.49
INC000000516790	Sonjia Cardwell	PC/Laptop	None	None		TIR Missed: No	0.29
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	8.21
INC000000516808	Dorothy Carsey	Network	None	None		TIR Missed: No	0.07
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.53
INC000000516811	Stefanie Coombs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516813	Dirk Witkamp	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516917	Eliza Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516924	Jason Fairbanks	None	None	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516981	Teresa Osborn	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517044	Matthew Everett	Application	Password	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517052	William Morell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517070	Debra James	None	None	None		TIR Missed: Yes	2.82
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	9.74
INC000000517073	Anthony Brown	Mobile Devices	Error	None		TIR Missed: No	0.28
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.42
INC000000517082	Zachery Nielsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000517093	Darren Olson	Application	Error	Utah Performance Management	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517136	Julie Strickland	Network	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517146	Diana Mauritz	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517169	Richard Whimpey	Application	Error	Internet Explorer	TIR Missed: No	0.13
Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	3.76
INC000000517213	Scott Jackson	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517215	Audrey Brown	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517220	Steven Jennings	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517222	Zachery Nielsen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517223	Aaron Curtis	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517224	Brian Mackay	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517225	Bryson Allen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517226	Brian Warren	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517230	Christopher Astle	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517233	Christopher Burgess	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517235	Chad Larsen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517236	Christopher North	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517238	Colby Winterton	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000517239	David Bennett	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517241	Daniel Wardle	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517244	Dustin Olzack	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517245	David Penrod	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517246	Erik Yorgason	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517248	Gregory Appgood	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517250	Will S Carlson	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	James Stearns	Corrections	Low	Closed	TTR Missed: No	0.16
INC000000517251	Jeremy Bertram	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517253	Joshua Feland	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517254	Jordan Horst	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517255	Joshua Cook	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517257	Jeff Reed	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517260	Kyler Adams	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517261	Kelepi Vaea	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517262	Landan Hansen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517264	Ladd Newsome	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517265	Michael Southworth	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000517266	Michael Tenney	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517268	Peter Hanohano	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517269	Randall Buitron	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517270	Ryan Ehlers	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517273	Rick Green	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517275	Richard Walkington	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517277	Stuart Combs	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517279	Stephanie Freestone	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517283	Zachary Butterfield	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517284	Zackery Young	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517287	Broc Huntsman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517291	Christopher Jensen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517292	Christopher Lyon	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517293	Justin Starr	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517294	Kyle Adams	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517295	Mike Watkins	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517296	Richard Mcentire	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000517343	Denise Fowkes	Application	Password	PGP		TIR Missed: No	0.15
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000517350	Bobbi Rolfe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517392	Lance Edwards	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.50
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.53
INC000000517500	Donald Bittner	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517581	Jeremy M Nelson	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517632	Marc Puckett	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517641	Devon Davis	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517651	Rachel Dyer	None	None	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517729	Joe Hughes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517732	Steve Williamson	Application	Password	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517777	Deanna K Warnick	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517797	Jaime Zuniga	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517800	Susan Anderson	Network	None	None		TIR Missed: No	0.12
	Storage Services	Robert England	Corrections	Low	Closed	TTR Missed: No	0.12
INC000000517839	Phil Green	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517851	Timothy Jordan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517866	Sandra Fitzsimmons	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517902	Kellie Richardson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000518023	David Pulsipher	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518045	John Roper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518074	Delroi Warnock	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518141	Richard B Jenkins	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518144	James Weaver	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518148	David Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518154	John Gines	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518181	Annette Hansen	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.80
INC000000518185	Melissa Walker	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	1.05
INC000000518188	Tony Garrett	None	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518201	Marc Puckett	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518216	Blitch Shuman	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	
INC000000518231	Eric Barker	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.11
	Application Services	Dustin Crump	Corrections	Low Closed	TTR Missed: No	1.64
INC000000518333	Cathy Hinckley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low Closed	TTR Missed: No	0.72
INC000000518366	Betty Lewis	Telecom	Hardware	Telephone	TIR Missed: No	0.44
	Voice/Data/WAN Services	Jana Gunnell	Corrections	Low Resolved	TTR Missed: No	2.42
INC000000518436	Will S Carlson	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518437	Josh Hensley	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	3.60

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INC000000518438	Melanie Irvine Metro C Desktop Support	PC/Laptop Troy Buchanan	Password Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.62
INC000000518440	David L Hardy Metro C Desktop Support	PC/Laptop Troy Buchanan	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.66
INC000000518448	Ross Williams Metro C Help Desk	Application Reed Stohel	None Corrections	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518466	Lisa Stewart Metro C Help Desk	Network Reed Stohel	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518470	Scott Marlin Metro C Help Desk	None Reed Stohel	None Corrections	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518488	Deanna K Warnick Metro C Help Desk	None Reed Stohel	None Corrections	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518527	Damon Parcell Metro C Help Desk	Application Reed Stohel	Error Corrections	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518643	Kathy Galbraith Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.14
INC000000518687	Christine Strong Metro C Help Desk	Network Ross Owen	Password Corrections	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518929	Bryce Degiulio Metro C Desktop Support	None Ed Radke	None Corrections	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518973	Debra Nelson Rural North Desktop Support	Application Kim Ratuszniak	Error Corrections	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519062	Cliff Butter Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519089	David Sorenson Metro C Help Desk	None Cliff Jensen	None Corrections	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519092	Deanna K Warnick Metro C Help Desk	None Reed Stohel	None Corrections	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519098	Steven D Cragun Metro C Help Desk	Application Cliff Jensen	None Corrections	Inmate Phones Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519126	Martene Mackie Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519152	Mark Kraatz Metro C Help Desk	None Cliff Jensen	None Corrections	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000519190	Darlene Peterson	None	None	Novell GroupWise	TIR Missed: Yes	4.33
	Application Services	Martin Gonzalez	Corrections	Low	Resolved	4.45
INC000000519205	David Hanna	PC/Laptop	None	None	TIR Missed: No	0.27
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	4.35
INC000000519208	Lisa Udy	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	0.00
INC000000519231	Nicole Zenger	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	0.00
INC000000519263	Jason Manwaring	Network	None	None	TIR Missed: No	0.21
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	0.25
INC000000519267	Bud Park	PC/Laptop	Virus	None	TIR Missed: No	0.22
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	0.22
INC000000519303	Jackie Pino	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	0.79
INC000000519347	Jason Manwaring	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	0.29
INC000000519360	Lori Wagner	Application	Error	Financial Information Network	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	0.00
INC000000519461	Curtis Hampton	Application	Error	Offender Tracking	TIR Missed: No	0.20
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	0.51
INC000000519560	Lewis Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	0.00
INC000000519590	Jerry Clift	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	0.00
INC000000519603	Cathy Hinckley	None	None	None	TIR Missed: No	0.05
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	0.05
INC000000519611	Steve Williamson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	0.00
INC000000519617	Joshua Randall	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	0.26
INC000000519620	Edward Simmons	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	0.00
INC000000519623	Todd Hilliker	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	0.00

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INC000000519625	Will S Carlson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000519628	Andrea Wilmot	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.38
INC000000519635	Charlene Lopez	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519649	Shannon Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519650	Tad Johnson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	
INC000000519651	Sharon Daurelle	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519741	Anthony Brown	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519745	Leisa Bankhead	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519746	Craig Greenberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519748	Marcus Wisner	None	None	Dentrix		TIR Missed: No	0.17
	Metro C Hosting	Robert England	Corrections	Low	Resolved	TTR Missed: No	0.17
INC000000519758	Shaun Darbro	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	
INC000000519760	Kerry M DeSpain	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Resolved	TTR Missed: No	
INC000000519763	Kathy M Robertson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Resolved	TTR Missed: No	
INC000000519812	Jerry Jensen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000519817	Tad Johnson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	0.60
INC000000519834	Brenda Oliekan	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	
INC000000519895	Kimberly Holden	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No	0.10

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INC000000519917	Jon Marrott	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000519963	Robert Feland III	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520043	Judy W Middleton	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520061	Janet McBride	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520073	Debbie Parenzin	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520078	Petty Schwemmer	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520087	Dan Chesnut	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Corrections	Low Resolved	TTR Missed: No	3.59
INC000000520096	Kaye Houston	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low Resolved	TTR Missed: No	0.43
INC000000520173	Rick Duckworth	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520203	Richard Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520229	Raymond Williams Jr	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.24
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	0.37
INC000000520250	Leisa Bankhead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520254	Craig Greenberg	None	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520308	Cindy Walker	PC/Laptop	Performance	None	TIR Missed: No	0.14
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	2.57
INC000000520433	Brendan Nissen	None	None	Jail Executive Management Sys	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520463	Annette Hansen	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000520500	William Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00

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INC000000520512	Cindy Walker	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.17
INC000000520565	Donna Fox	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.11
INC000000520570	James Redmond	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520573	Brett Butler	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520586	Charlene Burningham	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520673	Wayne Larson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520767	Michael Carver	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed: No	0.46
INC000000520820	Ross Williams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520844	LaMont Burningham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520918	Jason Simmons	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520926	Stacy Clark	None	None	Microsoft Excel		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000520989	Charles Mason	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	1.83
INC000000520998	Dustin Hardcastle	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	1.74
INC000000521000	Carl Muniz	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	1.73
INC000000521016	Debbie Parenzin	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521017	John Youngstrom	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521037	LaMont Burningham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	1.19

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INC000000521061	Tammie Woolsey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521129	Elizabeth O Smith	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521130	Darin Vanleeuwen	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521142	Curt Garner	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521150	Russ Armstrong	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	0.20
INC000000521155	Bud Park	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521176	Kiley Willis	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521182	Greg Peay	Wireless Connectivity	None	None	TIR Missed: No	0.26
	Campus Networking	David Miller	Corrections	Low Resolved	TTR Missed: No	0.73
INC000000521207	Felicia Lagarce	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521256	Kody Merritt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521302	Robert Calandrelli	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521319	Paul T Gardner	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521335	Andrew W Beckman	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521354	Cathy Hinckley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521382	Nathan Griffiths	Network	None	None	TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Corrections	Low Resolved	TTR Missed: No	2.16
INC000000521387	Richard Mcentire	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000521415	Michelle Bartlett	EIS Hardware	None	None	TIR Missed: No	0.16
	Strategic Communications	Luis Larios	Corrections	Low Resolved	TTR Missed: No	2.67

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INC000000521448	Sandra Fitzsimmons	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521461	John Christensen	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	2.71
INC000000521530	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521554	Dianna Lott	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521622	Al Whitehorse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521649	Leeann Dunford	None	None	None		TIR Missed: No	0.21
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	0.57
INC000000521652	Tammie Woolsey	Network	Incident	None		TIR Missed: No	0.70
	Metro C Hosting	Robert England	Corrections	Low	Resolved	TTR Missed: No	0.70
INC000000521673	Kevin Alexander	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.28
INC000000521677	John Crawley	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.28
INC000000521778	Dean Hamilton	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521853	Susan Greenwood	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521940	Kevin D Rose	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000521954	London Stromberg	PC/Laptop	Hardware	None		TIR Missed: Yes	4.84
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Resolved	TTR Missed: No	4.84
INC000000521975	Donna Kendall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522033	Brent Moody	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522057	Wade Allinson	None	None	PGP		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522067	Wade Allinson	PC/Laptop	None	None		TIR Missed: No	0.42
	Rural South Desktop Support	Lane Adams	Corrections	Low	Resolved	TTR Missed: No	0.43

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INC000000522073	Peter Hanohano	Application	Password	Utah Master Directory	TIR Missed: No	0.30
Help Desk	Vicky Marrelli	Corrections	Low	Resolved	TTR Missed: No	1.03
INC000000522128	Jodi Mcevoy	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522161	Marci Woodward	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522164	Dan Avis	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522285	Brent Moody	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522287	Lance Edwards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522307	Cody Nordell	Network	Error	None	TIR Missed: Yes	3.25
Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	3.25
INC000000522331	John Crawley	PC/Laptop	None	None	TIR Missed: No	0.30
Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.30
INC000000522346	Nancy Hopfenbeck	PC/Laptop	None	None	TIR Missed: Yes	1.16
Rural South Desktop Support	Cheri Oldham	Corrections	Low	Resolved	TTR Missed: No	1.16
INC000000522360	Todd Hilliker	Application	None	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	1.15
INC000000522381	James Legore	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522411	Rawlin Anderson	Mobile Devices	Error	iPhone	TIR Missed: No	0.39
Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	0.39
INC000000522529	Jacob Wolsey	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.70
INC000000522570	Lee Liston	Mobile Devices	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522573	Daniel Gappmayer	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522659	Keane M Janes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522660	Bradley Robinson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Corrections	Low	Resolved	TTR Missed: No	0.00

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INC000000522661	Neil Andersen	PC/Laptop	None	None		TIR Missed: Yes	2.18
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: Yes	6.64
INC000000522675	Kiley Willis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522699	John Crawley	PC/Laptop	Performance	None		TIR Missed: Yes	1.67
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	4.21
INC000000522860	Jessie Harris	PC/Laptop	None	None		TIR Missed: No	0.29
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.29
INC000000522933	Tyler Jacob Butler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000522934	Keane M Janes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523067	Judy Ann Janes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523146	Thomas Judkins	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523166	Daniel Peterson	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523193	Bradley Robinson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523218	Blake Jackson	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523219	Blake Jackson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523236	Jane Davis	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523276	Peggy Pectol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523297	Linda Orgill	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523302	Mark Thomsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000523322	James Allred	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00

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INC000000523324	Clayton Shumway Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523325	Marcus Wisner Metro C Help Desk	Application Cliff Jensen	Error Corrections	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523361	Tom Kosmack Rural South Desktop Support	Application Lane Adams	Error Corrections	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.41 0.41
INC000000523368	James Legore Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523376	Paul Sharich Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523380	Jon Maxwell Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523392	Victor Smith Metro C Help Desk	Network Cliff Jensen	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523467	Steve Turley Metro C Help Desk	Network Reed Stohel	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523468	Bill Tuttle Metro C Desktop Support	Application Ed Radke	Error Corrections	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.98 3.47
INC000000523482	Blake Jackson Help Desk	Application Julie VanBeekum	None Corrections	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523501	Rick T Smith Strategic Communications	EIS Hardware Dennis Rogers	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.12 5.15
INC000000523566	Thomas R Stafford Metro C Help Desk	Mainframe Reed Stohel	Password Corrections	BlueZone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523615	Reyna Cameron Rural Central Desktop Support	Network Paul Petersen	Password Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.60
INC000000523625	Richard Pearce Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523656	Geraldine Schmidt Metro C Desktop Support	Print/Copy/Scan/Fax Tammy Black	Incident Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.44 5.37
INC000000523720	Jason Behunin Metro C Desktop Support	None Tammy Black	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523725	Jennifer Payne Metro C Desktop Support	None Tammy Black	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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Corrections

INC000000523726	Jeffery G Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523749	Seth Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523760	Misty Barry	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.32
	Metro C Desktop Support	Chad D Fowers	Corrections	Low Resolved	TTR Missed: Yes	6.36
INC000000523768	Mike Renckert	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523782	Antoinette Aiono	PC/Laptop	None	None	TIR Missed: No	0.01
	Metro C Desktop Support	Tammy Black	Corrections	Low Resolved	TTR Missed: No	0.01
INC000000523793	James Hudspeth	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523810	Charity A Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523814	David Curtis	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523816	Andrea Wilmot	Application	Password	None	TIR Missed: Yes	1.31
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	1.33
INC000000523828	Jacob Wolsey	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	0.30
INC000000523873	Eric Barker	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523892	Shannon Cox	PC/Laptop	Hardware	None	TIR Missed: No	0.29
	Metro C Desktop Support	Tammy Black	Corrections	Low Resolved	TTR Missed: No	2.20
INC000000523918	Robbi Harvey	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523962	Andrea Wilmot	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.41
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Resolved	TTR Missed: No	1.41
INC000000523984	Jon Bishop	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000523993	Sharon Daurelle	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524075	Rick Manwill	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Resolved	TTR Missed: No	0.00

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INC000000524213	Daniel Peterson Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524215	Andy Hunt Metro C Help Desk	None Reed Stohel	None Corrections	ZENworks for Desktops Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524252	Joslyn Pilling Application Services	Mobile Devices Dustin Crump	Error Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.08 0.95
INC000000524258	Tracy Skinner Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524288	Del Honeycutt Metro C Help Desk	Application Reed Stohel	Error Corrections	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.72
INC000000524295	Jill Savicki Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524303	Bekka Dominguez Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524331	Del Honeycutt Application Services	Application Paul Lundell	None Corrections	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.15 0.61
INC000000524333	Michelle Hilton Metro C Help Desk	Network Reed Stohel	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524363	Doug Chambers Metro C Help Desk	None Reed Stohel	None Corrections	Sex Offender Notification and R Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524380	James Legore Rural Central Desktop Support	None Ron LeBaron	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524398	Garald Peterson Rural South Desktop Support	Application Cole Gifford	Error Corrections	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524419	Brooke Bown Metro C Help Desk	Network Reed Stohel	Password Corrections	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524426	Amber Jarvis Rural South Desktop Support	PC/Laptop Cole Gifford	Hardware Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524467	John Crawley Metro C Desktop Support	PC/Laptop Troy Buchanan	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.13
INC000000524497	Shirley Taylor Metro C Help Desk	None Ross Owen	None Corrections	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524500	Holly Neville Metro C Help Desk	None Ross Owen	None Corrections	Utah Department of Corrections Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000524501	Annette Velarde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524503	Blake Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524512	Bryson Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524548	Scott Jackson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524557	Kyle Adams	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524577	Audrey Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524624	David Penrod	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524626	Joshua Feland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524628	Tim Hibler	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524637	Michael Tenney	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524644	Joshua Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524659	Stuart Combs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524664	Dirk A Wilkinson	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524671	Erik Yorgason	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524707	John Gines	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524837	Tyler Lloyd	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000524864	Greg F Smith	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00

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INC000000524883	Brittney McIntyre	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000524907	Brent Jacobson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000524929	Sandra Fitzsimmons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000524930	Sandra Fitzsimmons	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000524961	Holli Simmonds	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525000	Darin Vanleeuwen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525013	Rebecca Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525064	Blaine Bills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525066	Pegeen Stewart	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525130	Valarie Cassity	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525142	William Kehl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525150	Shauna Butterfield	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525160	Kendall Miner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525269	Steven Fitzgerald	None	None	Navision Offender and Recipien		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525425	Christine Gonzales	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525427	Rue Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525493	Misty Barry	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00

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Corrections

INC000000525500	Richard Mcentire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525515	Zachary Butterfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525630	Boyd Allred	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525744	Linda Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525752	Jackie Pino	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525800	James Hudspeth	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525804	Colby Winterton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525809	Greg F Smith	Mobile Devices	None	None	TIR Missed: No	0.12
	Application Services	Dustin Crump	Corrections	Low Resolved	TTR Missed: No	0.14
INC000000525816	Calvin Fox	None	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000525818	Owen Albrecht	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00